



THE LONDON
PALLADIUM

Access at The London Palladium

Welcome to the Access Information page for The London Palladium Theatre.

Venue Address & Contact Details:

Address:

The London Palladium

8 Argyll Street

London

W1F 7TF

LW Theatres is dedicated to understanding the potential access requirements of all people visiting and working in our venues. Our commitment to improving accessibility is long term and extends across all areas of our business. We recognise our responsibility to identify barriers to accessibility and undertake to remove these wherever possible.

LW Theatres' Access Scheme

The LW Access Scheme is designed for those who need additional assistance to services within our theatres.

The Scheme will make it easier for our customers to book accessible seats and facilities. It will also ensure our

customer-facing staff teams have the information they need in order to deliver the best possible service.

You do not have to be a member of the scheme in order to book access tickets by phone or in person; however, joining the Scheme will allow you to:

- Receive information on any upcoming Access Performances.
- Receive pre-visit emails with helpful information that will ensure a smoother theatre experience.
- Have access to our online access booking system. This will enable you to book all your access tickets online, including wheelchair positions and the best-accessible seats. **Please note not all events at present will be available online.**

Customers with access requirements who require continuous support throughout their visit in order to be able to attend, may obtain a Personal Assistant ticket at no additional cost. We do ask for proof of eligibility to specifically support this. A list of accepted documents can be found on our website:

<https://lwtheatres.co.uk/accessibility/>

Exchanges and Refunds

Customers who notify LW Theatres, at least 2 hours in advance of their booked performance, that they are unable to attend due to a reason directly related to their access requirements will be able to either exchange their tickets to another performance or offered a refund. Refunds will be

limited to the face value of the ticket, excluding any booking fees and cannot be issued once the performance has begun.

How to book:

Bookings for some of our shows can be made online. You must be registered on our access scheme. Full details of the scheme and an online guide to booking can be found here: <https://lwtheatres.co.uk/accessibility/>

Tickets can also be purchased in person from The London Palladium. The Box Office desk is located in the foyer on the right hand side and also has step-free access available via a door, with doorbell, located to the left of our main entrance on Argyll Street.

To enquire about purchasing Access & Personal Assistant tickets for shows at The London Palladium, please email access@lwtheatres.co.uk

Getting to The London Palladium

Patrons with access requirements can usually be driven to our level access door located to the left of our main entrance on Argyll Street. Please note that some productions may have the road closed for the duration of the incoming. In this instance, the nearest drop off point will be on Great Marlborough Street.

For the latest information about parking please check the link below:

<https://www.westminster.gov.uk/parking/disabled-parking/where-you-can-park-disabled-badge>

Please also check if you need to pay congestion charge and the ULEZ charge. More Information can be found here:

<https://tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions>

<https://tfl.gov.uk/modes/driving/ultra-low-emission-zone/discounts-and-exemptions>

Oxford Circus is the closest TFL Underground Station located approximately 100 metres from our main entrance. However, this station is not in possession of step free access. The nearest step free access stations are Tottenham Court Road and Bond Street. Please visit www.tfl.gov.org.uk for further information on London Public Transport.

Getting into The London Palladium Building

Our level access ramp to the Stalls is located to the left of our main entrance on Argyll Street. We have attendants at the front of the building who are there to assist with access to this door and dedicated access hosts to assist patrons to their seats.

Inside The London Palladium

The London Palladium offers step free access from street to the stalls, via a lift.

Once inside, our access hosts are available to take guests who need step-free access to these seats via our lift and specific ramps we have in place. These seats offer fantastic views of the stage. Please be advised, however, the London Palladium is a listed Victorian building and although we have a lift to the stalls, unfortunately, the royal circle and grand circle are not accessible for our guests who need step free access. To reach our accessible seating, please enter through our level access door located to the left of the main entrance. One of our hosts will then meet you and to take you to the stalls in the lift. The entrance to the auditorium is then through our stalls bar and up the ramp located on the left most wall.

Wheelchair Users

For our guests who use wheelchairs that would prefer not to transfer into a theatre seat, we can provide wheelchair spaces at the end of rows L, O, Q and S for theatre productions, and the end of rows B and C for concerts and gigs. For our guests who would like to transfer into a theatre seat, all aisle seats would be suitable. Once seated, our theatre hosts will securely store any wheelchair or walking aids and return them when needed.

Steps

Box Office – 5 steps and step free access.

Stalls

From the main entrance we have 3 steps up and then 14 steps down to the bar, kiosks and toilets. Step free access is also available.

Royal Circle

From the main entrance we have 12 steps up to the foyer kiosks and cloakroom, a further 15 steps to the rear Royal Circle entrance and toilets. Another 7 steps up to the Royal Circle bar. There will be 2 steps down per row for seating inside the auditorium.

Boxes

Box B from the main entrance we have 12 steps up and then 12 steps down.

Box BB and CC will have 27 steps up and 26 down.

Box E, EE, F and FF will have 27 steps up and 22 steps down.

Grand Circle

From the grand circle entrance, we have 47 steps up to the toilets, bar and kiosks. For all seat numbers 1-10 & 28-59 are accessed from the bar level and the entrance to the auditorium will bring you to row E. Each row down to row A or up to row M will have 2 steps per row. For seats numbers 11-27 you will have 72 steps up to the rear of the grand circle and 2 steps down for each row.

Smoking

We operate a strict no smoking policy throughout all of our venues, this includes e-cigarettes. If an access patron would like to go outside to smoke, our level access host

will be able to assist them in getting to the front of the building via the same way they entered.

Accessibility for performers

The London Palladium has limited space for performers with access requirements. We do however have a dressing room complete with its own toilet facilities and access to the stage. For more information please contact the theatre management team.

Services and Facilities

Accessible Toilets

The London Palladium currently has 2 accessible toilets. The first is located in The Val Parnell Bar, approximately 20 metres from the entrance to our lift facility. The second is located at the rear of the Stalls to your left-hand side just before you enter the auditorium.

Accessible Bar

The Stalls Bar (Variety Bar) and The Val Parnell Bar are fully accessible bars for patrons with access requirements and can be reached via our level access door or lift.

Induction Loops

The London Palladium has induction loops located in our box offices in the main foyer and the Val Parnell corridor.

Please speak to a Level Supervisor or Manager when you arrive for more information.

Large Groups

Whilst we will always endeavour to accommodate everyone's requirements, it may not always be possible to keep large groups together if a member of the party has access requirements. We strongly recommend contacting our box office prior to your arrival to make any necessary arrangements.

Evacuation Policy

Our access hosts are all trained to know how to assist disabled patrons in case of an emergency. These staff members will be on hand to assist any patron with access requirements in an emergency situation.

Deaf and Visually Impaired Patrons

Visually impaired patrons are more than welcome to use our access seats if they would like to. Infra-Red audio enhancement systems are available for our hearing-impaired guests. These are available in our cloakroom located in the main foyer.

People with Photosensitive Epilepsy

Strobe and flashing lights are regularly used during events at The London Palladium. For more information, please contact us at access@lwtheatres.co.uk

Assistance Dogs

Assistance dogs are welcome in The London Palladium. Our staff are always happy to look after your dog for you whilst you enjoy your visit.

Medicines

If you need to bring medication, food or drink to manage a medical condition, or medical equipment, you are welcome to do so. We are not in possession of any medical equipment. Please inform an on-duty manager when you arrive before going through our security searches.